

Date

Name of bank  
Street address  
City, State, Zip Code

Re: ATM error in account number

Dear Sir or Madam:

I am a customer with bank name. My account is held in your name and is number enter number again here.

Upon checking my most recent statement, I discovered an error regarding an ATM transaction I made last month. After reviewing my records, I am certain my most recent withdrawal was debited from my account twice.

Here give the details of the mistake and the transaction. For example: On Aug. 10, 2003, I made a withdrawal of \$75 from the ATM machine at 123 Main Street. This is a walk-up ATM outside your branch at that address. I received a printed receipt of the withdrawal, but my bank statement shows that the lone withdrawal on that date was posted to my account twice.

A copy of the statement with the error highlighted is enclosed for your review. I've also enclosed a copy of the transaction receipt that was printed by the ATM when I made the single withdrawal that day.

As this bank mistake is costing me because money was debited from my account twice, I would appreciate that you correct my balance as soon as possible.

Thank you for your prompt attention to my request. If you have any questions, please don't hesitate to call me at your daytime telephone number. I'll also check back with you on the status of this request and the action you have taken to rectify this bank error.

Sincerely,  
Your Signature  
Your Typed Name  
Your Address  
City, State and Zip Code

Enclosures: copy of monthly statement  
copy of ATM receipt